GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:6733
ANSWERED ON:09.05.2000
PUBLIC COMPLAINT CELL OF DDA
RAMDAS ATHAWALE

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether attention of the Government has been drawn to news-item Captioned `DDA mein shikayte karne ke liyebhatakate hei long-dikhava bankar rah gaye hein pradhikaran ke jan shikayat prakoshta` appearing in the `Jansatta` dated 14 January, 2000;

(b) if so, the facts reported therein and the reaction of the Government thereto;

(c) whether the Government have conducted/proposed to conduct a probe in this regard;

(d) if not, the reasons therefor;

(e) the details of complaints received by the public complaint cell of the Authority during each of the last three years alongwith the disposal made thereof;

(f) the number of complaints pending as on date and the dates from which these are pending; and
(g) the steps being taken by the Government for their speedy redressal?

Answer

MINISTER OF STATE FOR URBAN DEVELOPMENT (SHRI BANDARU DATTATREYA)

(a): Yes, Sir.

(b): The newspaper has criticised the decentralized system of redressal of public grievances in DDA and monitoring of only DPG cases by the Public Grievances Cell. Lok Shivirs held for redressal of grievances have also been criticised.

DDA is a big organisation and has large interface with public. To have a centralized system to deal with public grievances will be administratively inconvenient and counter productive. Therefore, a 4-tier machinery has been evolved wherein public can meet the senior officers on scheduled dates and with prior appointment on other days to discuss their grievances and settle the issue.

(c): Not required in view of reply to (b) above.

(d): For the past few years concerted efforts are being made to redress the grievances of public and to induce transparency in the working by taking the following steps:

(i) Formulating a Citizen Charter wherein time schedules various transactions with DDA have been indicated;

(ii) Publishing booklets wherein formats of various documents to be submitted to DDA for various transactions have been published;

(iii) Opening facilitation Counters/Counselling offices wherein informationis freely provided regarding submission of documents, rules & regulations, procedures etc;

(iv) Holding regular Lok Shivirs wherein pending grievances are redressed;

(v) Monitoring of references received from Directorate of Public Grievances;

(vi) Holding of public hearing by senior officers of DDA.

In addition, UD Mholds fortnightly public hearing to redress long-pending grievances from members of the public which helps in identifying the areas which are grievance-prone and which require systemic improvement.

(e): The details of the grievances received in the DDA Grievances Cell for the last three years is as follows:

Received	Disposed of	Pending

DPG REFERENCES

1.4.97 - 31.3.98	39	39	Nil
1.4.98 - 31.3.99	67	67	Nil
1.4.99 - 31.3.2000	109	91	18

CITIZEN`S CHARTER REFERENCES

1997-98	96	96	Nil
1998-99	23	23	Nil
1999-2000	10	04	06

(f): No. of DPG complaints pending in Public GrievancesCell as on date are 24. These complaints are received from time to time and have not been fully settled on various counts such as non-submission o f complete information, non-submission of documents or tallying of financial records etc.

(g): Steps being taken by the Government have been enumerated in replies to (b) and (d) above.